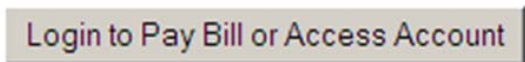


HOW TO MOVE-IN TO A NEW SERVICE ADDRESS

1. Open a web browser and navigate to <http://www.sandiego.gov/customercare/>
2. The *Customer Care Center Login and Registration* screen appears.

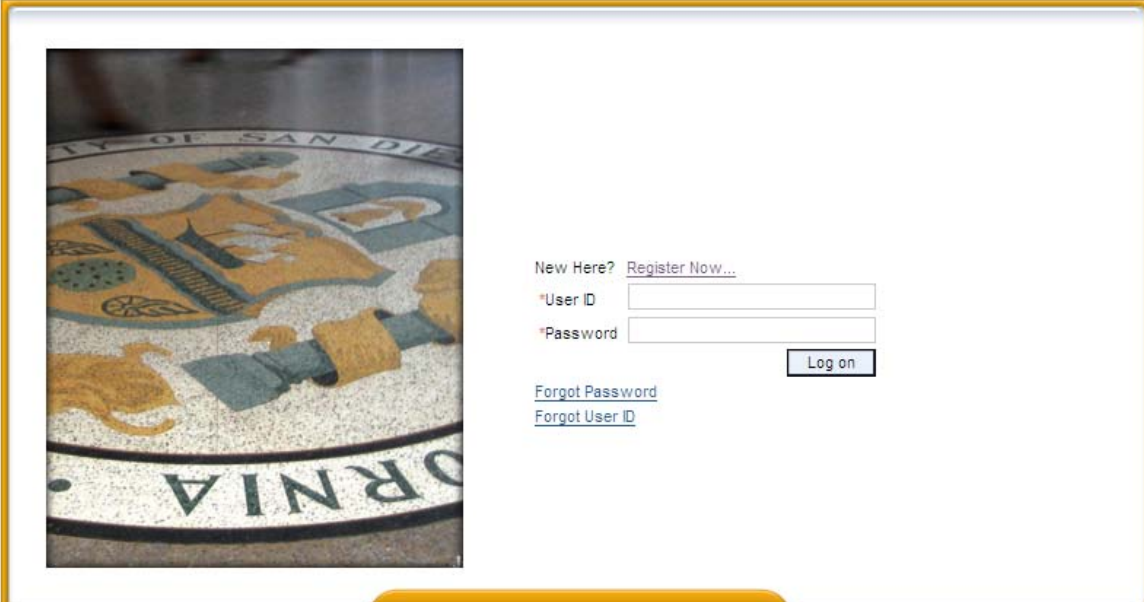


3. In the middle of the screen, select the button *Login to Pay Bill or Access Account*.



4. The *Login and Registration* screen appears.

Login and Registration



New Here? [Register Now...](#)

*User ID

*Password

[Forgot Password](#)

[Forgot User ID](#)

5. Log in using your user name and password.
6. The *My Public Utilities Accounts* screen appears.

My Public Utilities Accounts

Below is a list of your existing accounts. Select an account to retrieve related information for that service address. For the options to perform a new move-in or move-out select an account to advance to the next screen.

Account Number	Account Name	Service Address
610000040430	GEORGE HENRY	2680 PORT CREEK RD SAN DIEGO CA 92130-5709

7. On the left side of the screen is a list of accounts. To perform a move-in, select an account. This information will be used to populate your new move-in request.
8. When you select an account, the *Transactions* screen appears.

Transactions

Below is the transaction history for Account Number 610000040430 for Service Address 2680 PORT CREEK RD SAN DIEGO CA 92130-5709.

Your balance will adjust after the payment has been made and posted to your account the next business day.

All transactions, other than payments, posted to your account between bills, will be shown on your next bill image.

Note: To perform a new move-in or move-out select the move-in or move-out tab above.

Date Issued	Description	
Jul 6, 2011	Payment	
		New Balance
		Enter the amount you would like to pay

Select the bank account you want to use to make your payment.

home account ▼

Click the *Continue* button to check and confirm your payment.

Continue

9. Select the link *Move-In*, located at the top right of the screen.

My Personal Data	My Bank Details	Move-In
GEORGE HENRY / 2680		

10. The *Move-In* screen appears.

11. Provide the information marked with the red *.

Move-In		
Items marked with an asterisk (*) are required.		
*Telephone:	<input type="text" value="6195551212"/>	When entering a phone number, enter numbers only ie. 6191234567. This number will be used to contact you concerning your move in if needed.
*Move-In Date (MM / DD / YYYY):	<input type="text" value="03"/> / <input type="text" value="07"/> / <input type="text" value="2012"/>	
<input checked="" type="checkbox"/>	Click here if you are the property owner	
Continue		

12. Check the box if you are the property owner.

13. Select *Continue*.
14. The *Move-In Service Address* screen appears.
15. Provide the information marked with *.

Move-In - Service Address

Enter new Service Address.

Items marked with an asterisk (*) are required.

*House Number / *Street :

Apartment, Unit or Suite :

City / *Postal Code :

Country / State :

16. Select *Continue*.
17. The *Move-In Mailing Address* screen appears.
18. Verify the default address that your invoice will be sent to or provide a different address.

Move-In - Mailing Address

Enter your mailing address.

Your invoice will be sent to your default address below, unless you overwrite the entry.

Items marked with an asterisk (*) are required.

House Number / Street :

Apartment, Unit or Suite :

City / *Postal Code :

*Country / State :

19. Select *Continue*.
20. The *Move-In Payment Data* screen appears.

Move-In - Payment Data

Choose the desired payment method.

Automatic Debit Authorization

☐ home account ▼

☒ Bank Details

☐ Skip this step

Enter Your Bank Details:

Please enter your bank information as listed at the [bottom of your check](#).
Items marked with an asterisk (*) are required.

*Bank Routing Number

*Bank Account Number

*Bank Account Holder

*Country

Continue

Previous Step

Cancel

21. Choose one of the payment options. If you do not already have bank details entered for your account, select the option *Bank Details* and provide the information marked with *.
22. Select *Continue*.
23. The *Move-In Comments* screen appears.
24. Provide any additional information related to the move-in.

Move-In - Comments

You can enter comments about the move-in in the following text field.

Comments

Your comments here.

Continue

Previous Step

25. Select *Continue*.
26. The *Move-In Review* screen appears.
27. Review the screen details for accuracy.

Move-In On Mar 7, 2012 Move - In - Review

Check your entries.

If you have read our general terms and conditions and are in agreement, choose "Submit" to submit your request.

Items marked with an asterisk (*) are required.

Service Address

Telephone 6195551212
Owner Yes
Address 246 Sweetness Drive 589
San Diego 92118
USA / California

Personal Data (Customer Number 5101061330)

Name GEORGE HENRY
Address 2680 PORT CREEK RD 5547
SAN DIEGO 92130-5709
USA / California
Telephone 8582680188
E-Mail aknowlton@sandiego.gov

Mailing Address

Name GEORGE HENRY
Address 2680 PORT CREEK RD 5547
SAN DIEGO 92130-5709
USA / California

Payment Data

Type Automatic Debit Authorization- home account

Comments

Your comments here.

* ☒ I have read and accept the general [terms and conditions](#) of business.

Submit

Previous Step

Cancel

28. Check the box that you have read and accept the terms and conditions of business.

29. Select *Submit*.

30. The *Move-In Confirmation* screen appears.

Move-In On Mar 7, 2012 Move-In - Confirmation
Your request has been submitted for approval. You may print this confirmation for your reference.

Service Address

Telephone6195551212
OwnerYes
Address246 Sweetness Drive 589
San Diego 92118
USA / California

Personal Data (Customer Number 5101061330)

NameGEORGE HENRY
Address2680 PORT CREEK RD 5547
SAN DIEGO 92130-5709
USA / California
Telephone8582680188
E-Mailaknowlton@sandiego.gov

Mailing Address

NameGEORGE HENRY
Address2680 PORT CREEK RD 5547
SAN DIEGO 92130-5709
USA / California

Payment Data

TypeAutomatic Debit Authorization- home account

Comments

Your comments here.

☒ I have read and accept the general [terms and conditions](#) of business.

Print

31. Select *Print* at the bottom of the screen if you would like a copy for your records.

-
32. Within 5-10 minutes, you should receive a confirmation email sent to the email address listed on your account.

Subject: Customer Care Move-In Confirmation

Dear GEORGE HENRY,

Your request for Move-In is in process and should be complete within 3 business days.

Service Address:
2680 PORT CREEK RD
92130-5709 SAN DIEGO
CA

Move-In Date: 03/07/2012

If you have any questions please contact [Customer Service](#).

Thank You,
City of San Diego Public Utilities Department
We appreciate your business and look forward to serving you in the future.

Congratulations! You have successfully submitted a request to start service at a new address.